

SC DMH Client Advocacy Report January 2014

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	17
Harris	11	11
Morris Village	3	3
Hall	0	0
Tucker	0	0
Forensics (GEO & Bldg. 1)	23	23
Mental Health Centers	31	31
Total	85	85

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	112	112
Information, Referral & Other Assistance ¹	6	6

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	6	3	3	12	12
2) Admission & Discharge	3	5	1	9	9
3) Information & Advocacy	3	1		4	4
4) Physical Environment	3			3	3
5) Inpatient Rights	7	15		22	22
6) Personal Property & Money	4	4	1	9	9
7) Confidentiality & Consent			3	3	3
8) Treatment	5	2	22	29	29
9) Other Rights Issues	2		3	5	5
Total⁵	33	30	33	96	96

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	1			1	1
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	1			1	1
d. Verbal Abuse or Violations of Dignity	4	2	2	8	8
e. Neglect					
f. Financial Exploitation		1	1	2	2
2) Admission & Discharge					
a. Discharge (when)	2	3		5	5
b. Community Placement (where)	1			1	1
c. Periodic Court Review					
d. Questions, Education & Other		2	1	3	3
3) Information & Advocacy					
a. Access to Advocacy		1		1	1
b. Access to Legal Resources	2			2	2
c. Questions, Education & Other	1			1	1
4) Physical Environment					
a. Food Quality & Quantity	1			1	1
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant	1			1	1
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy		1		1	1
b. Safety		3		3	3
c. Freedom, Privileges & Fairness	4	3		7	7
d. Communication	1	5		6	6
e. Health Care	2	3		5	5
6) Personal Property & Money					
a. Property	1	1		2	2
b. Money, Entitlements, Rep. Payee		3	1	4	4
c. Billing Issues	3			3	3
d. Other Non-DMH Issues					
7) Confidentiality & Consent					
a. Access to Records & Information			1	1	1
b. Breach of Confidentiality			1	1	1
c. Issues of Consent, Confidentiality, etc.			1	1	1
8) Treatment					
a. Eligibility for Services			3	3	3
b. Accessibility to Staff & Treatment	2		9	11	11
c. Individualized, Client-Driven	3	1	10	14	14
d. Right to Refuse Treatment		1		1	1
9) Other Rights Issues					
a. Work, Compensation & Education	1			1	1
b. Religion	1			1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues			3	3	3

